hubNashville (311) Service Requests Metadata

Metropolitan Government of Nashville and Davidson County

What's in this dataset?

Details of service requests to hubNashville, Metro Nashville government's comprehensive customer service system. Residents or visitors can connect with a Metro representative to request services, share feedback, or ask questions by calling 311 (615-862-5000 if out of county when making the call) or by visiting https://hub.nashville.gov.

Category:	Public Services
Keywords:	hubnashville, customer, service, request, 311, electric, water, property, standard, codes, education, library, park, environment, safety, facility, street, road, sidewalk, planning, zoning, trash, garbage, litter, recycling, permit
Data Provided By:	Metro Nashville Government
Source:	https://hub.nashville.gov/
Time Period:	July 17, 2017 to present
Update Frequency:	Daily

Additional Information

How is this data collected?	The data is exported daily from the Salesforce system powering hubNashville by automatic script. The data is considered as reliable as the service request input and is validated upon input.
What does each record represent?	A hubNashville service request
What are the limitations of the data?	Location information is not available for all request types. Some fields are entered by hubNashville users and are open text fields that can accept input that may not be correct. The dataset provides only non-emergency requests. Some departments may use their own customer service systems, and those requests are not recorded in hubNashville. The dataset does not include records that are deemed confidential or restricted. Requests that are categorized as Housing, Social Services, and Homelessness are excluded from the dataset due to the potential for sensitive or personally identifiable information.
Additional comments:	None

Data Dictionary

Data Field Name	Format	Description
Request #	Number	Unique identifier for the request
Status	Text	System status of the request (see Appendix A for details)
Request Type	Text	Classification area of the request (see Appendix B for list of request types)
Subrequest Type	Text	More precise classification of the request type (see Appendix C for list of subrequest types)
Add. Subrequest Type	Text	A further level of precise classification for some request types (see Appendix C for list of add. subrequest types)
Date / Time Opened	Date & Time	Date and time the request was created
Date / Time Closed	Date & Time	Date and time the request was resolved
Request Origin	Text	Intake method for the request (see Appendix D for list of request origins)
System of Origin ID	Text	Identifier from the departmental system providing the request, when applicable
Contact Type	Text	Indicates the type of entity that made the request
Preferred Language	Text	Indicates a request submitter's preferred communication language
State Issue	Text	Indicates whether the issue falls under State of Tennessee purview rather than Metro Nashville purview
Parent Request	Text	Indicates that the request is a parent of other requests
Closed When Created	Text	Indicates whether the request was resolved by the person initially receiving it
Address	Text	Street address where service is being requested
City	Text	City where service is being requested
Council District	Text	Metro Council district number where service is being requested
ZIP	Text	ZIP Code where service is being requested
Latitude	Number	Latitude where service is being requested based on street address
Longitude	Number	Longitude where service is being requested based on street address
Mapped Location	Location	Combined latitude and longitude where service is being requested for mapping purposes

Appendix A – Status

New   The request has been initiated or opened
Assigned   The request has been assigned to a Metro department for resolution
Closed   The request has been completed
Escalated   The request has been escalated to a supervisor
On Hold   The request is pending

Appendix B – Request Type

Admin Support Request
Education & Libraries
Electric & Water General
Other
Parks
Permits
Planning & Zoning
Property Violations
Public Records Request
Public Safety
Social Services & Housing
Streets, Roads & Sidewalks
Submit Budget Ideas to Mayor Briley
Transit
Trash, Recycling & Litter
Workforce & Jobs

Appendix C – Subrequest Type

Admin Support Request
Community Education
Head Start
Library Card
Library Hours
Library Locations
MNPS - Facilities
School Bus
School Calendar
School Locations
School Zones
Power Outage
Electric Billing Concern
Tree Trimming
Blocked Drain
Broken Fire Hydrant
Clean Ditches
Clogged Culvert
Flooding Issues
Water Billing Concern
Water Outage
Repair Broken Water Meter Box
Repair Manhole
Repair Storm Drain
Quick Request

Other
Contact the Mayor's Office
Community Centers
Golf Courses
Greenways Map
Maintenance Request
Nature Centers
Parks List
Parks Police Concern
Reserving Parks or Shelters
Building Permits
Park Event Permits
Film Permits
Driveway Permits
Parking Permits
Short Term Rental Permits
Road Closure Permits
Fire Department Permits
Planning Appeal
Planning Request
Zoning Appeal
Zoning Request
Cars Parked On Lawn
Dilapidated Structures
Graffiti on Private Property
Illegal Sign on Private Property
Junk and Debris
Fence Complaints
Noise Violations
Residential Complaint
Tenant Complaint
Short Term Rental Complaint
Tall Grass and Weeds
Tree Concerns
Public Records Request
Abandoned Vehicles
Animal Welfare Concern
Blasting Reports
Crime Map
Driving Issues - Metro Vehicles
EMS Concern
Nashville Fire Stations
ISO-Locate Nearest Fire Station/Fire Hydrant
MEANS (Metro Emergency Alert & Notification System)

Neighborhood Watch
Pet Adoption
Pet Licensing
Police Precincts
Report a Crime
Request Fire Truck for Event Appearance
Request Officer for Event Appearance
Stray Animals
Fire - Life Safety Complaints
Fire Department Permits
Knox Box Information
Affordable Housing
Burial Assistance
Financial Empowerment
General Hospital
Health Screenings and Immunizations
Homelessness
Nutrition Assistance
Rental and Utility Assistance
Section 8 and Housing Vouchers
Pothole
Blocking the Right of Way
Damaged Sign
Traffic Light Issue
Shared Scooter and Bike Issues
Dead Animal Pickup
Remove debris in roadway
Guard Rails
Illegal Parking or Blocking
Illegal Dumping
Obstruction of right of way
Overgrowth on right of way
Paving Request
Remove Other
Request New Sign
Request New Signal
Request Repair to Private Property
Graffiti
Driveway Transition/Drop Off
Road Closures
Roadwork Complaint
Shoulders
Sidewalks
Tree Maintenance on right of way

Street Lighting
Request a Speed Monitor Trailer
Traffic Engineering
Traffic Light Timing
Curbing and Berms
Mowing on right of way
Bridge Damage
Other-Roadways
Snow and Ice Removal
Dip/Bump in Roadway
Submit Budget Ideas to Mayor Briley
Access Ride
Airport Authority
Bike Share
Downtown Circulator
Downtown Parking
Interstate Roads
MTA Bus Comments
MTA Bus Information
MTA Planning
Music City Star
Road Closures
Sidewalks and Bikeways Master Plan
Taxi Licensing
Request a Speed Monitor Trailer
Traffic Calming
Lookup Your Trash, Recycling & Brush Collection Info
Missed Pickup - Trash Cart Service
Missed Pickup - Recycle Cart Service
Missed Pickup - Cart Service
Missed Pickup - Dumpster Service
Cart Service
Cart Violation
Brush Collection
Other - Trash / Recycle
File a Trash or Recycling Complaint
Litter
New Service / Activate Service
Illegal Dumping
Extra Cart Pickup Request
Damage to Property
Metro In-house Miss
Recycling Drop Off Sites
Recycling Education

Backdoor Trash or Recycle Waivers
Unwanted Recycling or Trash
Neighborhood Cleanups
Pharmaceutical Disposal
Convenience Centers
Missing Trash Cart
Metro Jobs
Nashville Career Advancement Center
Nashville Career Readiness Partnership (NCRP)
Opportunity Now
Veteran Job Assistance

Appendix D – Request Origin

Council Member
Council's Website
Email
hubNashville Community
In Person at Event
Mayor's Office
Mayor's Website
Mobile App
OEM Case
Phone
Social Media
USPS Letter
Walk-In